

Local Measure Quick Start Bundle

This bundle is a complete starter pack for small contact center installations. The outline below is a guideline of what's included for typical installs. Full inclusions and a statement of work will be provided after initial consultation.



Best suited for a:

- No-fuss journey to the cloud
- Quick and easy set up
- Single team engagement
- Fast time to value



Your implementation will be led by:

- Dedicated Project Manager to manage scheduling, tasks, scope alignment and project success
- Dedicated Solutions Architect as your primary technical expert and best practice advisor

Core Amazon Connect set up

Two base environments

- Staging and production

Base Amazon Connect instance set up

- Assistance with phone numbers (porting support for up to 5 numbers)
- Hours of Operation
- User Management (security profiles, routing profiles, agent hierarchy etc) including user hierarchy and setup for first 10 users
- 5-10 queues/routing profiles
- First 20 Quick Connects

Identity management

- Configure using supported SAML provider (Okta, Google Workspace, Microsoft Active Directory)

Reporting and analytics

- Contact Lens - Real-time contact center analytics powered by machine learning
- Kinesis Data Streams saving events to S3 for future reporting
- Basic Amazon Connect reports

CRM Integration

Assuming API's to pull and push data are available, integration will include the following configuration (out of the box)

- Task template to create an event
- Task Template to search for an event
- Up to 5 data fields pulled/pushed from/to CRM.
- Status of the last 3 events to include up to 5 details per event

Voice Routing set up

Main contact flows

- 3-5 main flows for inbound voice
- Simple IVR queue selection using DTMF inputs
- Checks for agent availability, queue capacity, hours of operation & wait times

Secondary contact flows

- Customized as required such as callback queues and flows, queue waiting flows, hold flows, outbound flows and whisper flows

Local Measure set up

Local Measure to Amazon Connect integration

- SAML integration with known provider (Okta, Google Workspace, Microsoft Active Directory)
- Snippets & call outcomes
- Local Measure customer profiles
- Included network - Facebook Messenger (others available upon request)

Social Routing set up

Main contact flow

- One (1) main contact flow for inbound social chat including:
- Routing to queues based on channel or account
 - Simple Lex bot to capture customer qualification information
 - Checks for agent availability, queue capacity, hours of operation & wait times
 - Voicemail to email forwarded to mailbox

Email Channel set up

Emails flowing into Amazon Connect via Amazon SES

- Up to 10 email addresses on up to 5 different domains
- Configuration of Amazon SES
- Guided support for existing domain forwarding
- Setup of Connect Contact Flows including set up to re-queue emails after Connect's default queue time limit and email routing based on email address or subject

IMPORTANT: Specific set up details differ depending on your current email services. In most cases you will need to be able to access your existing email provider and domain settings.

Implementation

Design and discovery

- We will run a number of sessions with your team to gather your requirements and design a solution that works best for your needs.
- Technical Discovery
 - Security Requirements
 - Call Center operations requirements

Project management

- Weekly status meetings for the implementation period

Training

We will provide digital learning materials to train the relevant members of your team - administrators, supervisors and agents

Testing

- Preliminary testing by Local Measure
- User Acceptance Testing by Client

Go-live

A one week hypercare period to support team and hand over post go-live.

Customizations and out of scope work

These inclusions form the basic framework of Local Measure's Quick Start Bundle. Customizations and changes are available upon request. These can be discussed during the initial customer scoping session and revised pricing will be supplied thereafter. For further information, please contact sales@getlocalmeasure.com